

# ELMLEY

· NATURE RESERVE ·

## GATE WARDEN

### THE ROLE

The role is to warden our arrival gate at the Elmley National Nature Reserve. We are looking for someone friendly and confident for this fulfilling role:

- Welcome all visitors to the Reserve
- Checking pre-paid tickets
- Selling tickets on the spot
- Record keeping using software
- Liaising with rest of the team in particular the Nature Guide, General Manager and the volunteers.
- Engaging with our membership guests, Friends of Elmley
- Explaining the Reserve, and particular areas of interest to visitors to ensure each visitor has the best experience
- Communicating to guests the importance of being responsible on the reserve, in order to protect the wildlife

### WHO WE ARE LOOKING FOR

As the first person all visitors to Elmley meet, we are looking for someone we are looking for someone friendly and confident, with a professional yet warm approach.

Attitude is more important than specific experience, the successful candidate will have:

- Excellent communication skills
- Experience in a front facing role is welcome, such as retail, hospitality or customer service
- Ability to maintain standards during busy periods
- Ability to work on own and use initiative
- Confident with software and technological solutions
- Confident to be firm when necessary with guests who are not respecting the wildlife, whilst retaining professionalism and friendly approach
- Team work experience
- A love for the outdoors, and an interest in wildlife and nature

### DETAILS

- We have a heated hut to work from, complete with tea and coffee making facilities, and wonderful views of the Reserve to enjoy.
- We are looking for a warden 5 days a week, Wednesday to Sunday. The reserve is open 9am until 4pm, and working hours will be 8:30am until 4:30pm.
- The role can be available as one full time role, or split into two part time roles.
- Pay is dependent on experience



## ABOUT ELMLEY

Elmley National Nature Reserve is a site of international wildlife significance, situated on the South of the Isle of Sheppey. It is independently managed, and the only National Nature Reserve in the UK to be owned and managed by a farming family.

Elmley has been managed for conservation for over 40 years and today is a internationally significant site for wildlife. It is particularly well know for hares, wading birds, huge flocks overwintering birds, birds of prey, including marsh harrier and four species of owls.

We welcome around 15,000 day visitors ranging from families, outdoor lovers, birdwatchers and including educational and community grounds We have a Friends of Elmley Membership scheme will around 300 members, who have year round access and member benefits.

The visits are managed by a not for profit company, and all funds from tickets and memberships go directly to the Reserve.

Alongside the day visits, there is also a high-quality events and accommodation offering, enabling visitors to experience the Reserve overnight. We have set out to ensure that our events and accommodation offering does justice to the beauty of the landscape and nature, whilst ensuring that conservation and sustainability are at the heart of everything we do.

